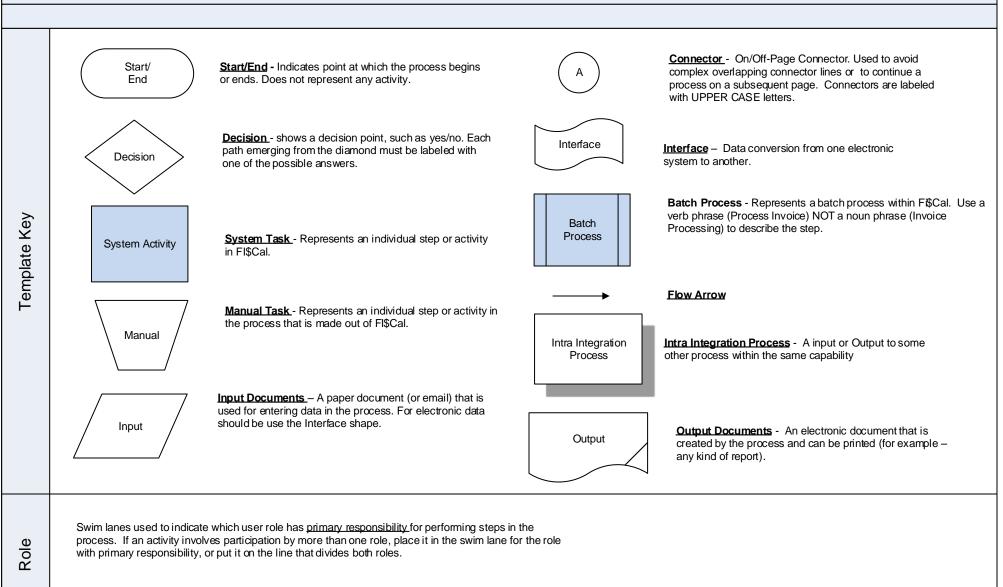
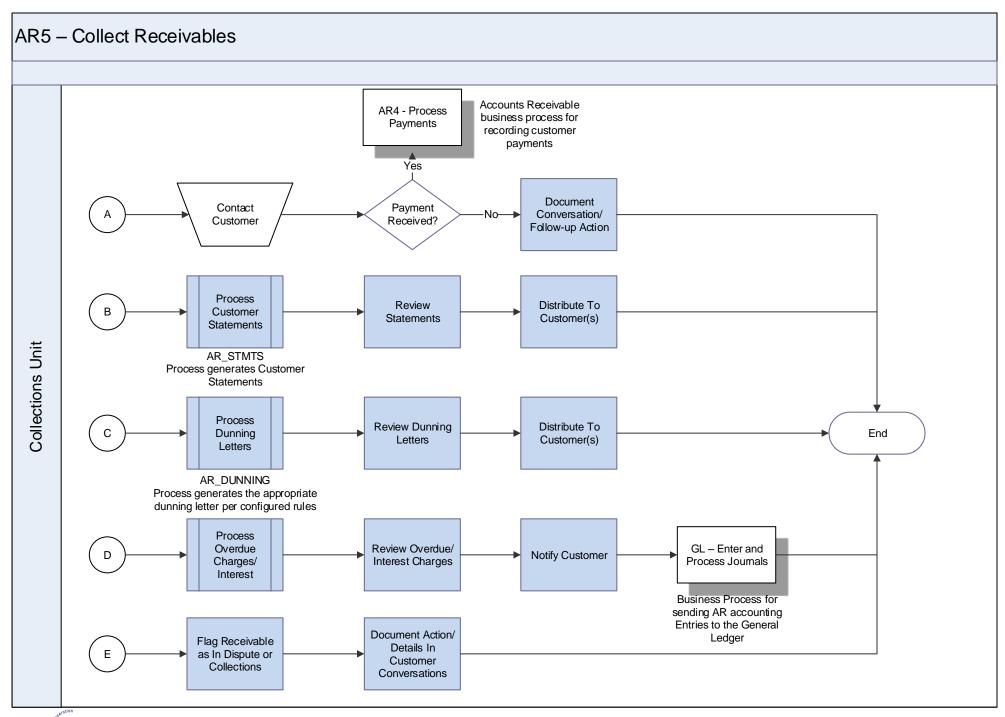
Flowcharting Standards – Please use ONLY the symbols shown below, following these guidelines:





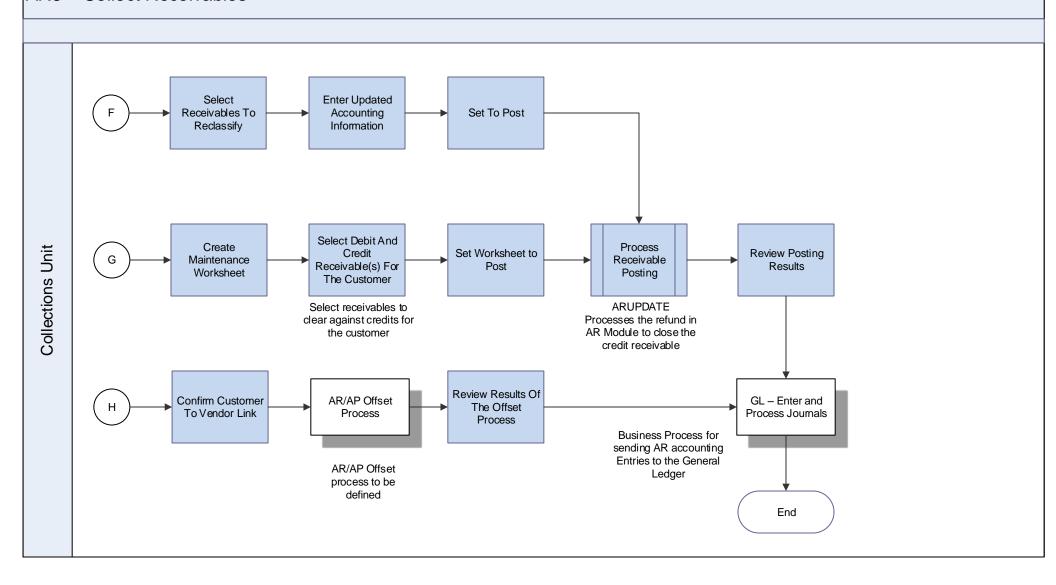
AR5 - Collect Receivables Review online using Review Customer Collections Workbench Process AR Start Account Balance & and/or reports (e.g. Aging Details Aging Report) AR_AGING Process ages open receivables per configured rules Collections Unit Next Action? Flag Receivable Send Customer Send Dunning Assess Overdue Reclassify Match Credit/ As In Dispute / Contact Customer Process Offsets Process Refunds Process Write-offs Charges/Interest Statement Letter Receivables Debit Receivables Collections







AR5 – Collect Receivables





AR5 - Collect Receivables Customer/Vendor Link Process No Collections Unit Create Document Confirm Customer Select Receivable Link Exists? Maintenance Reason/Notes For End ·Yes—▶ Linked To Vendor To Refund Worksheet Refund Steps to process refunds Notify Review AP Collections **Correct Worksheet** Posting Results Supervisor No ARUPDATE Review **Process** Set Worksheet to AP – Enter and Collections Supervisor Approve? Receivables To Be Processes the refund Receivable Yes— Process Vouchers Post Refunded Posting in AR Review Review Receivables To Be Process Refund Processing Sent To AP For To AP Results Refund AR_REFUND Process to send AR data to AP



AR5 - Collect Receivables Create Select Document Enter/Review Route For Accounting Maintenance Receivable(s) To Reason/Notes For Approval Worksheet Write-off Write-off Information Steps to process write-Collections Unit offs **Process** Delete Worksheet Review Posting Update Worksheet ◀—Yes-Continue? Receivable & Update Notes Results Posting Review Rationale Route For GL - Enter and Ν For Write-off Not End Approval Process Journals Being Approved No Collections Supervisor Approve & Set CGCB Pre Review Write-off Write-off Amount Approve? Request + VCGCB Yes-Approval Yes--No--▶ Worksheet To >\$500? Pre-Approval Exists? Post Yes



